



The
**Chorley
Surgery**



Minutes

Patient Participation Group Meeting Minutes
Thursday 3rd March 2022
Via Zoom

Attendees: Dr Shashidhar Khandavalli – GP Partner at The Chorley Surgery
Michelle Brisco – Practice Manager at The Chorley Surgery **MB**
Tricia Bradley – PPG Chair **TB**
Neil Aspinall – PPG Vice Chair **NA**
Norman Allen – Patient representative **NM**
Ann Jolly – **AJ**
Emma Carter Patient Representative - **EC**
Edward Brierley – Patient Representative - **EB**

Apologies: Mary Hargreaves
Susan Smith

AGENDA ITEM		ACTIONS
1.	Introductions – all members introduced themselves – The following notes are a summarised view of discussions undertaken at the meeting.	
2.	Minutes from last meeting held on 18th August 2021 Minutes approved	Approved
3.	Declarations of interest – none declared	
4.	Action form the last meeting <ul style="list-style-type: none">• Vice Chair role – Neil Aspinall photo has now been placed onto our PPG board in the reception area• PPG Policy – has been sent out in the invite email to this meeting as requested at our last meeting• Phlebotomy Services – contact numbers have been checked as correct, and ringing of phone line without answering is due to demand in incoming calls. New	



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	<p>changes to the 'routine and urgent' phlebotomy services have been shared with patients via the website news page and on Facebook. Additional phlebotomy clinics have also been set up at Collison Drive Clinic, and here at the surgery to deal with the appointment backlog. Current wait for bloods at Collison is 3 weeks, though capacity is available for urgent requests from clinicians</p> <ul style="list-style-type: none"> • Covid19 Booster Vaccinations – delivered via Library House Surgery. All covid19 booster clinics have now finished. Patients still requiring their vaccinations should contact 119 or via https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/ • Patient newsletter – Winter edition published in January and shared with patients via Facebook and Website. This was also emailed out to the PPG members. A hard copy is also at reception. The next newsletter is due in April. These will be published quarterly • PPG Board – information advising patients of benefit entitlements, grants etc. This information has now been added to our Social Prescriber Information Board in the patient waiting room. (images also added to meeting invite email). It is felt that this is the best place for this information as this support team are able to assist patients with such issues. All present very pleased with how and where this info is displayed 	
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<p>5.</p>	<p>Items for decision</p> <p>The Chorley Surgery Patient Charter</p> <p>The Chorley Surgery Patient Charter has been shared with the PPG prior to this meeting via the email of invite. MB discussed this document with those present at the meeting and asked for any feedback on this. MB explained that the Patient Charter describes the standards of services that our patients can expect, together with the arrangements for certain services, such as repeat prescriptions, access to records etc. It also outlines the patient</p>	<p>Approved</p>
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	<p>responsibilities. Did those present understand the relevance of this Charter? Did anyone feel that any items were missing or if any items were not relevant and should be removed?. All present were extremely happy with this Charter and the members of the meeting felt that this document was very thorough and informative. All members of the meeting were happy to approve this document for publishing</p>	
<p>6.</p>	<p>Items for Information only</p> <p>National Survey The National GP Survey results were shared and discussed with the participants of this meeting.</p> <p>Full results can be found at Patient Experience (gp-patient.co.uk)</p> <p>The results were discussed in some details with the members of the meeting and advised of the national and CCG average and where the practice sits within these ranges.</p> <p>Areas where the patient experience is best –</p> <ul style="list-style-type: none"> • 76% of respondents say they have had enough support from local services or organisations in the last 12 months to help manage their long-term conditions (CCG average – 71%, National average 74%) • 87% of respondents describe their overall experience of this GP as good (CCG average 83% National average 83%) • 90% of respondents felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment (CCG average – 87% National average – 86%) <p>Areas where patient experience could be improved –</p> <ul style="list-style-type: none"> • 20% of respondents usually get to see or speak to their preferred GP when they would like to (CCG average 41% national average – 45%) • 57% of respondents find it easy to get through to the GP practice by phone (CCG average 62% National average – 	

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68%)

- 61% of respondents are satisfied with the GP practice appointment times available (CCG average 65% National average 67%)

SK advises and acknowledges that the areas where the surgery is failing short both nationally and locally does need further work in order to achieve better outcomes. SK advises that access is a challenge and that the surgery recognises this as a significant challenge, but that we are always looking at ways to improve this for our patients

TB feeds back that overall, all of her experiences with the surgery have been excellent. More so with the additional pressures of the Covid Pandemic. She feeds back that we have good clinical staff offering an excellent service to patients.

The patient representatives all agreed that results of the survey where good and that where the surgery is not hitting local and national target that in most cases are only by a small percentage

All happy with the results

Student placements – over 40s Health Checks under the supervision of a Practice Nurse. **MB** discussed with those present 2 possible students' placements that the surgery would appreciate input and feedback from the PPG. Both are pilot programmes for students in years 1 and 2 of their medical training.

1. 4 selected patients with uncomplicated medical histories and who have agreed and consented in advance to having their BP, pulse and respiratory rate taken by the students.
2. An opportunity for a group of patients to speak with patients with chronic diseases to find out how the condition affects their lives and that of their families. These will be held via Zoom calls.

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	<p>The benefits of these placements were discussed as a group including how this would improve the awareness of living with a chronic condition for both patient and student, improving understanding of patient's needs, communication skills, time, and management of patients.</p> <p>As a practice this also allows us to stay up to date with any clinical changes, provides training opportunities for our current clinicians and hopefully helps with staff retention in the long term. TB advises that any student placements are a wonderful idea. MB asked if anyone felt that there would be any issues with student placements? All agreed that all patients have the option to decline to be seen by a student and therefore did not foresee any issues.</p>	
<p>7.</p>	<p>Any Other Business (AOB)</p> <ul style="list-style-type: none"> Recruitment to the PPG – how can we ensure that we have a good representation of our population? How can we get more people to engage with the groups? Suggestions were sought from the meeting members. SK suggests contacting mother and baby groups, refugee support. Advertise in local hubs, children's playgroups, and places of worship. MB has asked for their involvement of the PPG Chair Vice and members for their help with this. TB, NA, and EC would be happy to be involved in this. <p>MB asked is any member of the PPG meeting would be willing to write a few words about their involvement with the PPG and meetings, that we could share via Facebook and the Website. TB and EC would like to do this and will email over some words to MB in due course</p> <ul style="list-style-type: none"> Patient newsletter – MB would like the PPG to take more of a role with the newsletter. NA, EC, and TB would be very keen to be involved. Each publication is sent to all the members of the PPG via email with requests for ideas for content. Next issue is due in April. MB to contact NA, EC, and TB to confirm a date when we can meet to discuss the newsletter further EB requests a further copy of last meetings minutes and the 	<p>TB, NA, and EC to action. MB to arrange a convenient time to meet to discuss further</p> <p>TB and EC to action</p> <p>MB to action</p>



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	<p>last patient newsletter as he is unable to view the full documents</p> <ul style="list-style-type: none">• TB advises that she is able to provide additional support contact numbers to assist vulnerable people, which may be of some help to us. TB to forward these onto MB• TB also compliments the surgery for its first-class service	.
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Date and time of next meeting: September 2022

Venue: TBC